

## EMBALMERS/FUNERAL DIRECTORS YEAR END REPORT

<b><u>ACTIVE LICENSEES</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Temporary				1	0	0
Embalmers	1156	1185	1099	1147	1155	1127
Funeral Directors	2473	2534	2331	2431	2425	2347
Limited Funeral Directors			11	12	15	14
Funeral Establishments	708	702	697	695	695	696
Preneed Providers	643	628	616	612	612	612
Preneed Sellers	357	350	348	348	348	349
Retired Embalmers	20	0	13		14	0
Retired Funeral Directors	49	0	39		52	1
Deceased Embalmers	13	0	13	6	12	1
Deceased Funeral Directors	32	1	28	11	27	5
<i>please note deceased as reported to us</i>						
<b>Total</b>	<b>5451</b>	<b>5400</b>	<b>5195</b>	<b>5262</b>	<b>5250</b>	<b>5145</b>

<b><u>APPLICATION PROCESS</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Sellers					26	11
Providers					35	17
Establishments			62	52	43	27
Limited Funeral Directors				2	2	2
Funeral Directors			104	104	107	104
Reciprocity Funeral Directors					23	16
Embalmers			35	26	29	27
Reciprocity Embalmers					17	19
<b>Total</b>		<b>224</b>	<b>139</b>	<b>132</b>	<b>282</b>	<b>223</b>

<b><u>LICENSES ISSUED</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Temporary				1	1	0
Limited				1	3	2
Funeral Directors				73	70	60
Embalmers				26	34	34
Establishments				51	43	24
<b>Total</b>		<b>184</b>		<b>152</b>	<b>151</b>	<b>120</b>

<b><u>EXAMINATION ADMINISTRATION</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Missouri Law Examinations	139	144	144	81	132	143
State Board Arts Examinations	60	51	59	76	59	77
Embalmer Oral Examinations		17	21	22	20	24

<b><u>INSPECTIONS</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Inspections	537	690	676	660	708	699
Violations	125	127	85	83	36	38

<b><u>COMPLAINTS</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Total Consumer Complaints	59	100	55	46	187	127
Board Has No Jurisdiction	4	3	1	0	0	0
Alleged Misconduct/ Misrepresentation/Dishonesty	9	7	3	1	3	6
Alleged Unprofessional Conduct	12	13	35	23	18	25
Alleged Violation of Chapter 436 RSMo	34	68	12	21	149	89
Unlicensed Practice		2	2	1	1	2
Not Timely		2		0	0	0
Fee Disputes		5	2	0	16	5

<b><u>COMPLAINT HANDLING</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Cases referred to the Division as required in Chapter 436 RSMo	4	3	71	30	17	4
Chapter 436 Investigation			65	25	13	4
Chapter 436 Examination of Books & Records			6	4	3	0
Chapter 436 Audit				2	1	0
Cases referred to the Division as required in Chapter 436 RSMo & later withdrawn				1	3	1
Cases investigated and referred to Attorney General for action	14	16	13	19	153	19
Cases investigated and Board issued letters of concern	49	37	3	28	49	13
Cases investigated/board took no further action or no jurisdiction	30	36	31	133	69	265
Cases still pending	30	43	59	67	189	86
Cases investigated and referred to Consumer Protection AG Office Discipline		56	9	3	145	70
Denials				1	1	0

<b><u>DISCIPLINE</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
License Revocation	1	6	3	6	1	0
Licenses Placed on Probation	27	16	3	10	10	3
Licenses Suspended	10	4	0	4	9	1
Licenses Suspended per § 324.010		35	0	0	1	12
Public Letter of Censure	22	4	0	0	0	2
Board Permanent Injunction			1	0	1	0
Restraining Order, Stipulated Agreement						6

<b><u>TOTAL INVESTIGATIONS</u></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
<i>Inspections, Complaints, &amp; Failure to Renew</i>		170	182	83	214	169

<b><u>PRENEED SELLER ANNUAL REPORTING</u></b>	<b>Registered Sellers/Contracts</b>	<b>Total Face Value</b>
FY 2004	23,918	\$96,601,403.07
FY 2005	17,423	\$77,739,529.31
FY 2006	23,302	\$98,057,066.66
FY 2007	21,855	\$95,173,784.15
FY 2008	29,643	\$115,464,830.36
FY 2009	17,293	\$76,813,407.16